



MAAX RETURN GOODS AUTHORIZATION (RGA) POLICY

RETURN POLICY

MAAX provides a selective and conditional merchandise return program. Product may be returned to MAAX under the following conditions:

- Product is in original, new condition – not previously installed or used as display
- Product has been in the customer's possession for less than **6 months**
- Product is still available in the most current price list (not discontinued) or has not been announced for discontinuation
- Product is in a standard color or finish, as indicated in the most current price list
- Product was received in error or does not represent what the customer ordered
- Product has a manufacturing defect

Products are not eligible for return to MAAX under the following conditions:

- Product has been previously installed, drilled, permanently marked, spray painted, or in any other way altered from its original condition. Removable grease pencil is permitted.
- Product is "weathered"; degraded due to storage outside or exposure to the elements resulting in discoloration
- Product is defective due to negligent storage
- Product is in a non-standard color or equipped with any accessories, systems or options

RETURN CONDITIONS

- Prior to returning merchandise a MAAX customer must complete and submit the RGA Request Form supplying general and specific information about the unit(s) for return. MAAX must then authorize and approve the return in writing by issuing an RGA number.
- All products are subject to inspection prior to credit reimbursement
- MAAX will apply a 25% restocking fee against the reimbursement credit for all returns for any reason other than manufacturing defect or MAAX error
- A repair cost will be applied against the credit reimbursement for any repair required to bring a product back to 100% resalable condition. In these circumstances the customer will be notified.
- Any unit returned via common carrier must have the freight prepaid by the customer and any unit returned on a MAAX truck will be subject to a \$25 per unit transportation fee unless the unit is being returned due to a manufacturing defect or a MAAX error.
- For any product returned that does not qualify for return as specified above or does not match the RGA form, MAAX will charge a \$25 per unit handling fee. MAAX will notify customers in such instances and the customer will be requested to either take the unit back with freight prepaid and charged or notify MAAX in writing of their desire that it be scrapped.